	Decision	Reference No: <b>R-GDSI/17/001</b>
	<b>QUALITY POLICY</b>	Company: Radenska d.o.o. Issued by: Marián Seřčovič Lubomir Surik Date: 1. 12. 2023 Version: 6
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### Process stability

The stability of all our processes is ensured by the way we move from operational work to systems work. We regularly update our working methodology to "work more efficiently and successfully".

### Customer Satisfaction

We always treat our customers the way we want our suppliers to treat us. We are interested in their opinions not only before signing the contract but also after the delivery of our products. Our aim is to meet the customer's expectations to receive a quality and health-safe product. The results of customer's evaluations will represent one of the bases for monitoring and improving the process.

### Employee Development

We develop our employees to be the best in their field. We will take steps to train them and ensure their personal development. We expect not only maximum compliance with the work methodology from our employees, but also their involvement in continuous improvement of the quality system. **By working systematically, we want every employee to accept the MISSION and VISION of Radenska Adriatic as their own, which we believe is the basis for building collective action and a successful team working together for a common goal.**

### Our mission is our way to go

We're a spring of fresh ideas for a better day. We do so with a tradition of caring for the well-being of the people and nature around us. When you love nature and the people around you, you have nothing to save. You will always find a way.

**We have clear goals for our VISION 2030:** Independent and satisfied people in the company, support for local communities and agriculture, healthy products, sustainability, new ways, good stewardship, customer relations.

### Food safety culture

We define the elements of a food safety culture, including communication, training, employee feedback on food safety issues. We have set food safety and quality targets that will be reviewed annually as part of the management review.

### Legality and authenticity of products

We manufacture our products in compliance with the applicable legislation. We are members of the Chamber of Commerce and Industry of Slovenia - Chamber of Agricultural and Food Enterprises. We are regularly informed about changes in the law. We are actively involved in the process of drafting European and Slovenian legislation by participating in meetings and commenting on procedures.

We have a procedure in place to prevent food adulteration that is reviewed annually.


### Improving the system

The IFS Food and ISO 9001 standards are the basis for our systemic work and compliance with it is our standard level. We will progressively develop teamwork methodologies that aim to go beyond the requirements of the revised standard and continuously increase the established standards in food safety and product quality.

### Cooperation with suppliers

We will treat our strategic suppliers as partners. Due to our complexity, we will create constant pressure to implement a quality management system in their work too. Instead of checking the quality of purchased products, control will be moved to the nearest place of origin. Together with the suppliers of the key products, we will jointly build a two-way information channel where the speed of information transfer will be a priority.

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### Sustainability

Sustainability is one of the key pillars of our vision. We take a strategic approach to sustainability. That's why we have clearly defined topics that are important to us based on a sustainability analysis of the company. The most important topics are: climate change, water, biodiversity, waste, and packaging materials. Within these topics, we develop long-term strategies and set our targets. We are implementing processes that will enable us to achieve them. At the same time, we continue to look for new technologies and innovations that will help us move forward.

### Commitment of the Management

The management of the company is committed to maintaining an effective quality management system, providing adequate resources, ensuring sustainable progress and increasing the level of production and customer service. In addition, the management of the company commits itself to manufacture and distribute products only in accordance with the applicable regulations of the countries to which our products and services are distributed. In doing so, we always take utmost account of safety, concern for environmental protection, compliance with the code of ethics and increasing the quality of working conditions for our employees.

All this is intended to contribute to efficient management, control system and methodology of use, as well as to implementing the latest procedures and innovations, led by the operation of the periodic critical point audit system HACCP (risk analysis for critical control points) as well as programs to improve the culture of food safety. All this is intended to contribute for the safety and health to become true values for all employees.

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